LeeWare Development Consulting

Professional Credentials - Project Portfolio

By Lee Evans, Principal Consultant

Table of Contents

Understanding the Value of Professional Credentials

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1.0 Understanding Professional Experience

1. **What is Professional Experience?** Experience gained through competent work for financial compensation.

2. **What are the limitations of professional Experience?** Experience is limited to problems encountered in the field and further constrained by the context of the environments in which they were encountered.

3. Having a background in a discipline such as systems engineering, management information systems or other professional discipline can help a competent person achieve 70% efficiency in solving most problems leaving about a 30% knowledge gap. Interestingly, this 30%, will be composed of some combination edge-cases, lack of exposure to technologies and tribal knowledge.

4. The real value of field experience is in the field one has lots of experience to the real-world way things are done. In the real-world people mess things up in unimaginable ways. You'll be exposed to all the peripheral politics and learning how to achieve success under such circumstances is rarely covered in academic or certification programs.

2.0 Understanding Professional Certifications

1. **What is Professional Certification?** Vendor-centric vocational training and knowledge validation.

2. **What is the value of Professional Certification?** When it comes to technology certifications, the value can be found in two areas: First, product knowledge. Knowing the capabilities, use cases, implementation and troubleshooting of common problems is helpful for filling knowledge gaps when it comes to working with a product. Second, Baseline knowledge. This is useful when working on teams with similar responsibilities.

3. **What are the limitations of Professional Certifications?** There are three practical limitations of professional certifications, the first and most serious, has to do with signaling (what having one or not having one means in the marketplace.) This creates an expectation gap. People in the public assume certifications cover real-world complexity and they do not. Conversely, certification holders are often caught off guard by the ways people can mess stuff up in the real world and are ill-prepared to deal with situations where they are asked to do things in ways that run counter to the training they received. Finally, one of the positives of IT certification, the ability to close knowledge gaps is also one of it weaknesses. In most real-world scenarios you'll only use or encounter about 20% of the stuff you learn in a certification course.

3.0 Understanding Academic Education

1. When I entered the Information Technology field in 1988, only about 30% of people had IT degrees. Let's say 3 in 10. Of those who did have degrees they were in three disciplines: Computer Information Systems (CIS), Electrical Engineering (EE), Computer Science (CS). The only certification program available was Novell's CNE. Fast Forward to today and now about 40% of people in IT have degrees. There are a plethora of degree designations and a ballooning array of IT certifications.

2. **What is the Value of an Academic Education?** Rite of Passage. In the real-world people who have degrees like other people who have degrees. It will open some doors.

3. **What is the Challenge of Academic Education?** In the context of Information technologies, the challenges are not different from those of Certification. Return on Investment and Cost.

4.0 Industry Certifications:

1. My decision to pursue professional certification was largely a result of projects I was working on. While I had extensive field experience, I felt it would be helpful to become a product specialist in the technologies my client would use based on my recommendation. These were mission critical Enterprise Systems for service companies. In other instances, the customer's environment relied on a technology as a foundation for a service offering. Sometimes, I needed to take a leadership role in a discipline, and I wanted to be sure I had a good foundation in the subject.

2. I received formal management training from MW and Associates for an engagement where I was put in charge of managing and dismantling a program that contains 32 staff and 16 clients.

3. What's not listed are the multiple awards I received from my clients for accomplishing major business initiatives or copies of degrees I received from IU, I have an AAS in Computer Information Systems/Microcomputer, 1991. A BS in Information Systems Engineering, 1993, and a MS in Management Information systems, 1996.

Image 1.1 Microsoft Certified Systems Engineer (MCSE)

Image 1.2 Microsoft Certified Professional - MCP
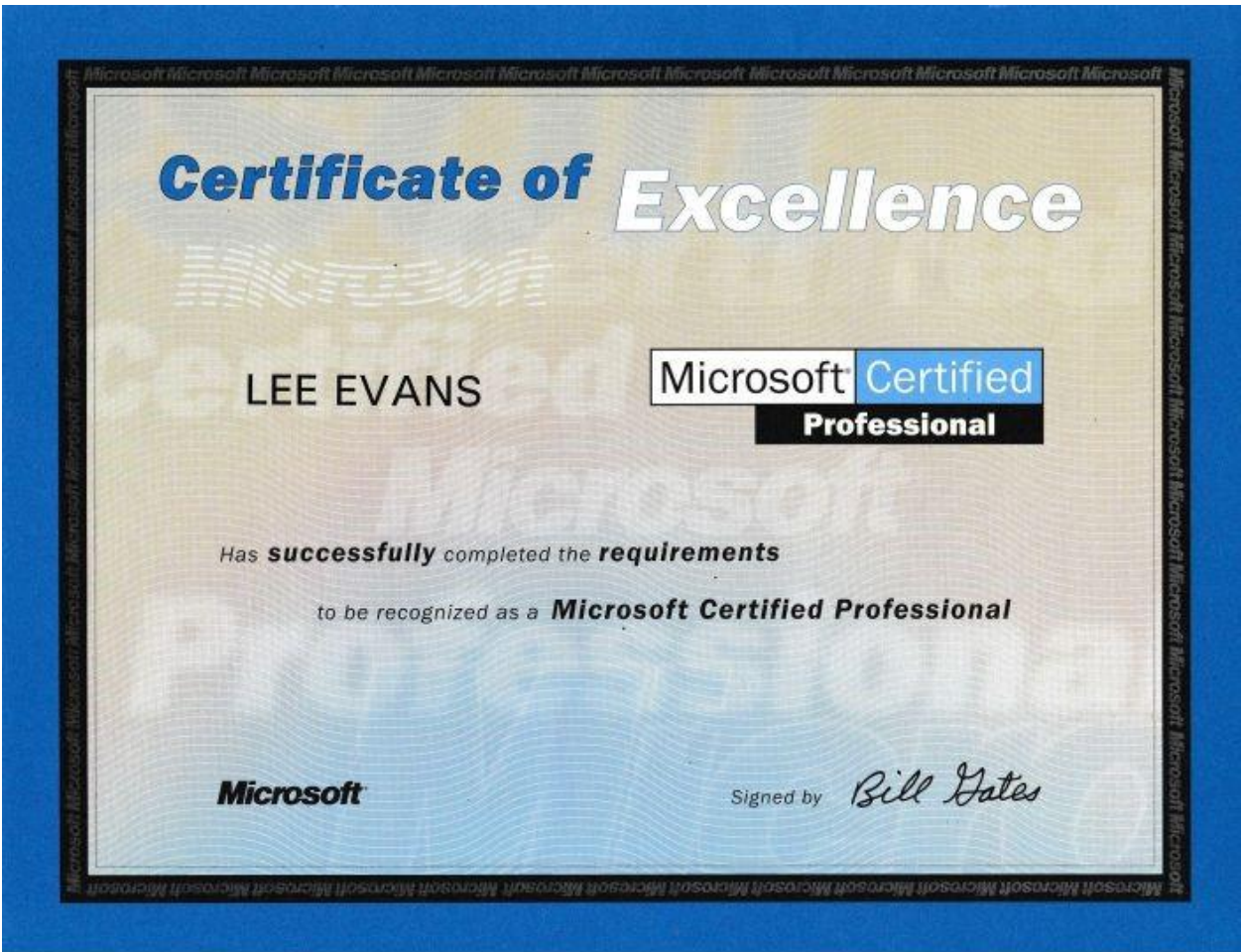
Image 1.3 Microsoft + Internet Designation to make my MCSE+I

Image 1.4 Microsoft Azure Fundamentals AZ-900

Microsoft Certified
Azure Fundamentals

LEE EVANS

Has successfully completed the requirements to be recognized as a Microsoft Certified: Azure Fundamentals.

Date of achievement: October 29, 2019

Satya Nadella
Chief Executive Officer

Microsoft

Microsoft CERTIFIED
FUNDAMENTALS

Certification number: H256-9599

Image 1.5 VMware vSphere 5 Install, Configure, Manage V5.5

vmware

Certification of Completion

is hereby granted to

Lee Evans

in recognition of successful participation in

VMware vSphere: Install, Configure, Manage [V5.5] - BETA (Beta)

vmware EDUCATION SERVICES

John Krueger

DATE OF COMPLETION   October, 18 2013

Instructor

Patrick P. Gelsinger, President & CEO

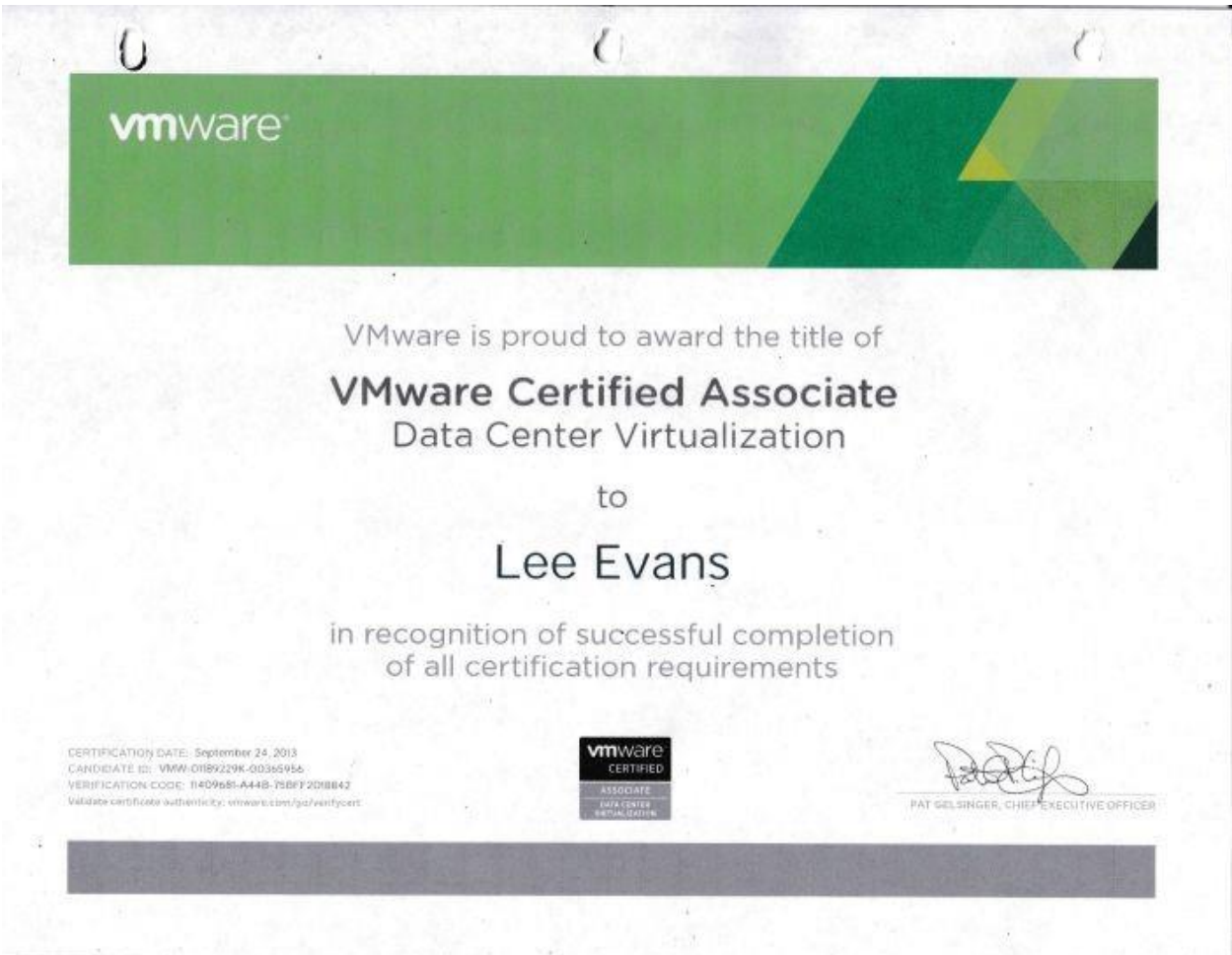**Image 1.6 VMware Certified Associate**

Image 1.7 VMware Certified Professional 5
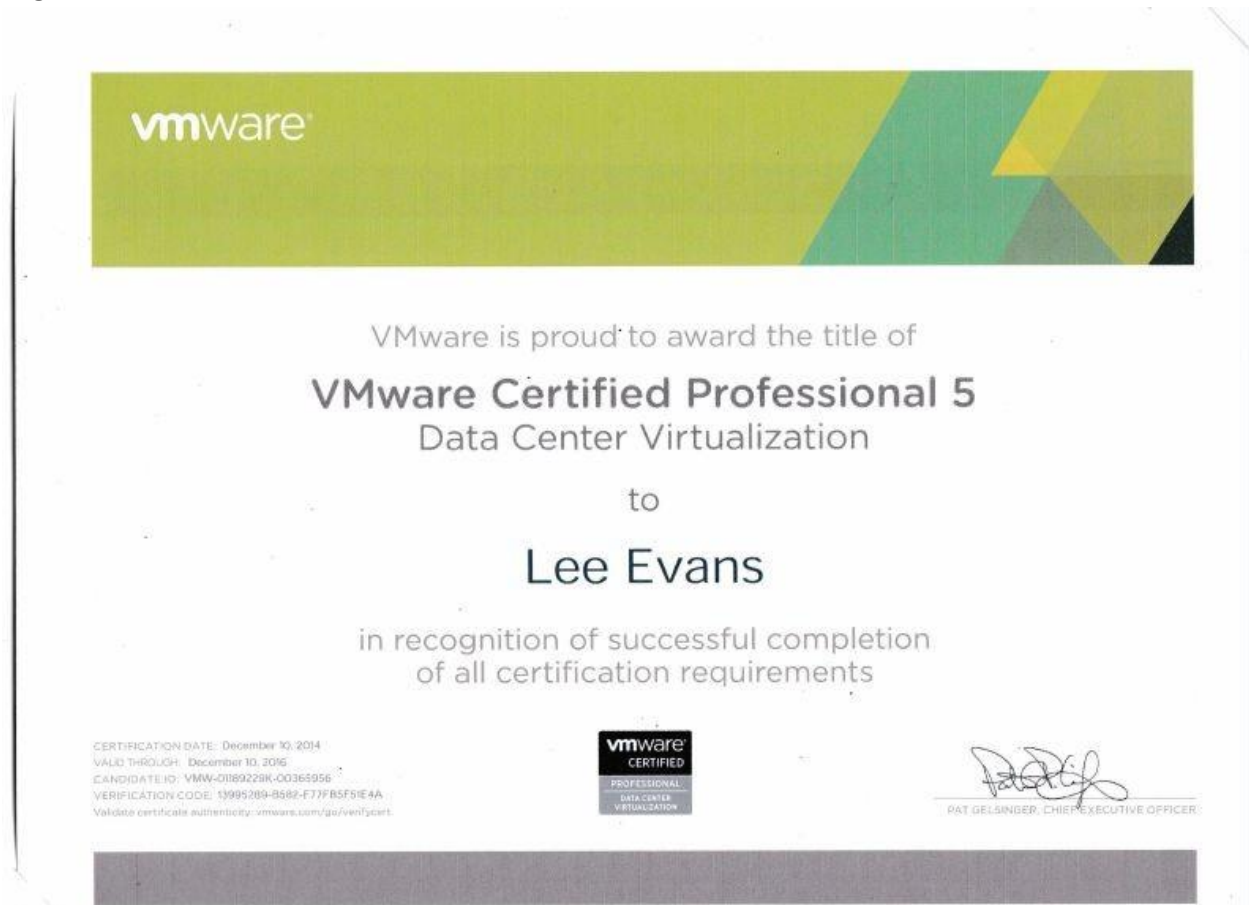
Image 1.8 VMware Certified Professional 6

Image 1.9 EXIN ITIL v3 Foundation

This is to certify that

Lee Evans

Has achieved the

ITIL® Foundation Certificate in IT Service Management

Effective from
19 March 2015

Registration number
5313116.20380377

drs. Bernd W.E. Taselaar
Chief Executive Officer

EXIN
The global independent certification institute for ICT Professionals

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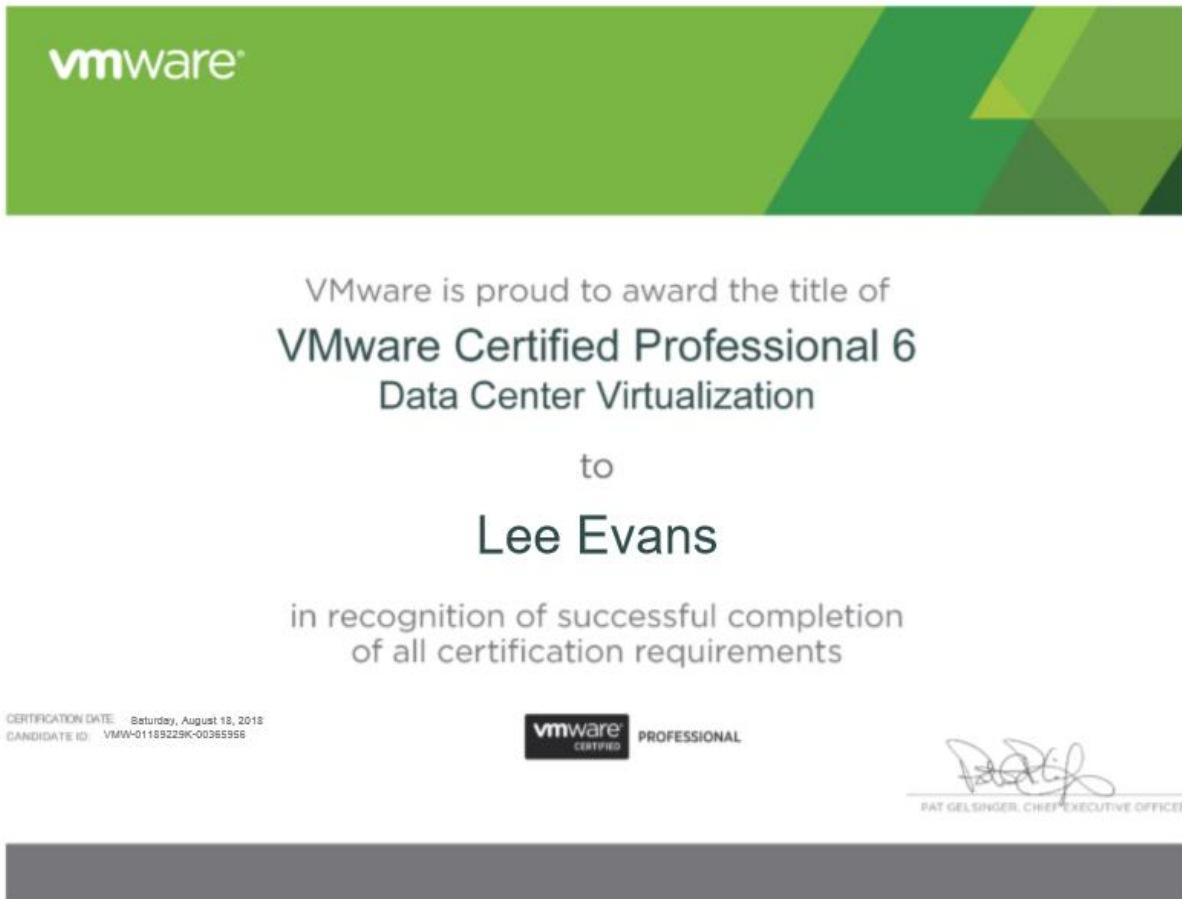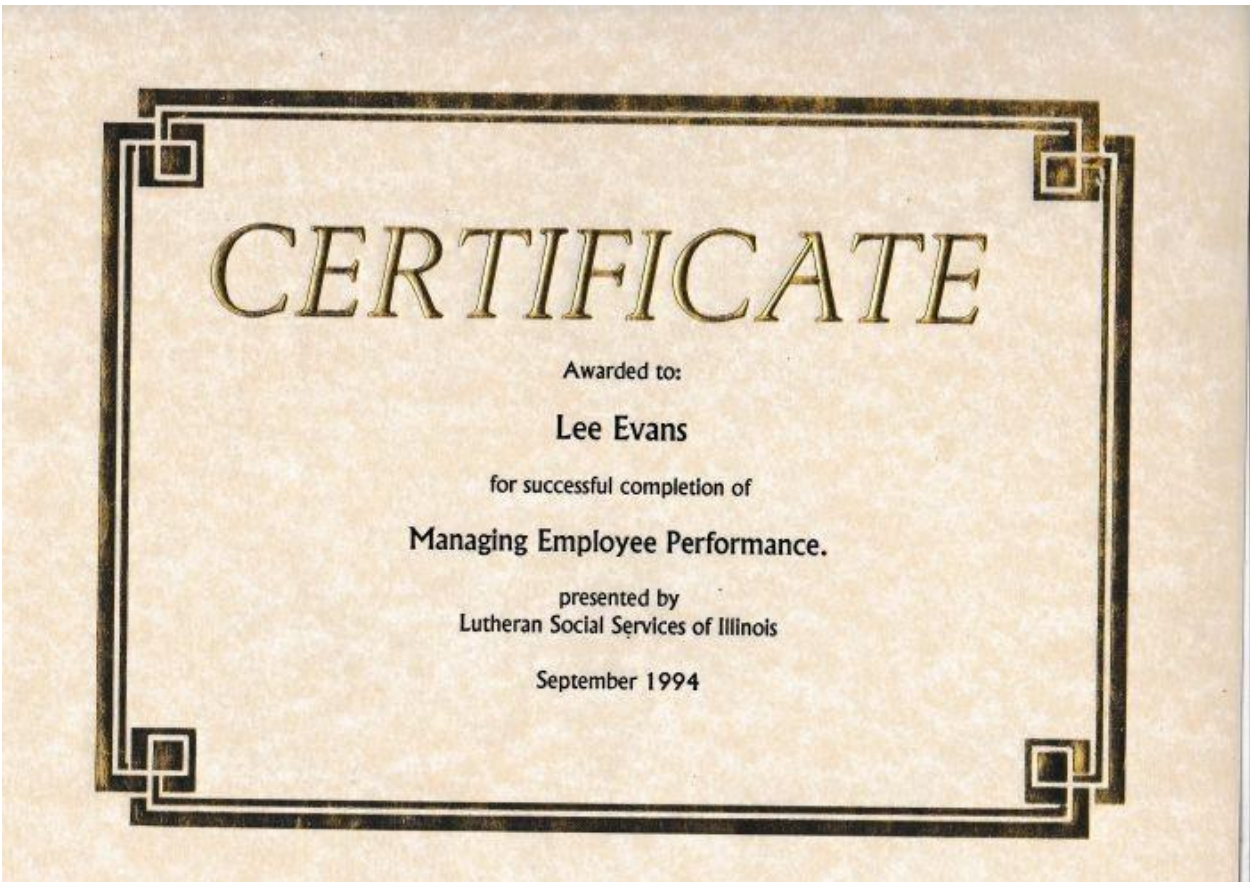
EXIN

Image 1.10 CompTIA Project+ PMBOK

1.11 Managing Employee Performance: (Management Training)

5.0 Career Path

1. I studied Management Information Systems (MIS) in high school. I started my career as a software developer. I developed a line of software applications which I sold through the mail and eventually sold my entire portfolio to an early Internet e-commerce site in exchange for royalty payments.

2. I moved into Technical consulting doing systems engineering, teaching a course in introduction to Microcomputers and Operating Systems. And working with small businesses. I joined a technical consulting company to work on high-profile corporate migrations.

3. I eventually signed on to a project with an ambitious company that was looking to build a service organization for the security industry. I spent 4,096 days helping this company achieve its business goals. Over the course of my career, I have worked as Systems Engineer, Enterprise Architect and Consultant for many private sector enterprises.

6.0 Select Experience

IT EXECUTIVE Enterprise IT, Infrastructure, Operations, Leadership, Security, Applications

Strategic business leader with extensive diverse IT experience building state-of-the-art technology operations for startups, turnaround and high-growth operations. Talented team builder and mentor who delivers user-friendly technology solutions that achieve/surpass user experience, business and financial goals. Business savvy professional who has saved hundreds of thousands of dollars in technology costs through strategic partnerships, collaboration and technical innovation. Systems thinker and trusted advisor to senior executives. 15 years in a leadership capacity. Exceptional skills in IT strategy, network and data infrastructure services, ISPs and telecommunications, operations management, enterprise architecture, vendor management, organizational development, project management, change management, 24x7x365 continuous operations, tier-4 data center infrastructure management, security, customer service, and organization transformation.

Specialties: Exceptional skills in IT strategy, infrastructure services, telecommunications, operations management, enterprise architecture, vendor management, project management, change management, security and organization transformation.

CORE COMPETENCIES

- Leadership & Talent
- Management Systems-Thinker
- Strategic IT Planning

- Methodical Problem Solver
- Diagnostic Reasoning
- Critical Thinker (INTJ)
- Vendor Management
- Emerging Technologies Budgeting & Cost Containment
- Security and Disaster Planning
- IT and Business Operations
- Professional Service Consulting

PROFESSIONAL EXPERIENCE

LeeWare Development Consulting, SP
1988 - Present, Greater Chicagoland, privately held, Technical Management and Services

Consultancy

Principal IT Consultant - Subject Matter Expert

I offer a Virtual Chief Information Officer (vCIO) service to a portfolio of anchor clients[1] which are referred to me through my professional network. My clients are MSP-type consulting firms and VC backed technology organizations. I provide a diverse array of professional services ranging from infrastructure engineering consulting (40%). IT Project management (40%). Advisory consulting (10%). Tactical support (10%). I work as a subject matter expert to provide direction and coaching by managing activities to achieve results through others. I provide hands-on support for infrastructure engineering projects.

EMERgency 24 Inc.
Nationwide multi-state, multi-site, ISP and security firm. 100-200 employees.

Reports to Vice President of Technical Operations and SVP of business Operations

1999-2013 Senior Systems Engineer (Enterprise Architecture) 1997-1999 Enterprise Infrastructure Manager (Systems Engineering) 1996-1997 Network Manager / PBX Tech (Systems Integration)

Hands on systems manager for a 24x7x365 tier 4, real-time computing environment that processes property and life-safety data for a 911 Service. Monitoring over 15,000+ panels nation-wide. 99.999% reliability. Central Technical manager for multiple branch offices located around the country.

- Established the strategic direction for the application of new technologies designed to keep the business technically competitive in an ever changing technological and business climate. Worked with senior level executives, department heads and branch managers on developing and managing projects to improve service delivery and efficiency.

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[1] Ongoing relationship with client for which there is a steady flow of projects and income.

- Managed multiple multi-million-dollar, multi-year IT projects, initiatives and life-cycle-evolution to ensure business IT alignment. Managed the day-to-day operations of the IT organization. Planned and executed Corporate HQ relocation, new data center build out and several new call centers and disaster recovery sites. Aligned IT operations for regulatory compliance: UL 1981, 827, FM 3011 and PCI-DSS. IT Project manager completed 4000+ IT projects during my tenure.

- Transformed data center and IT operations, developed and implemented an enterprise-level plan to replace and enhance IT systems. Implemented monitoring systems to ensure compliance of service level agreements to customers and developed security protocols and technologies to guarantee data and system integrity of services across the enterprise to address internet security threats. Managed the activities and served as mentor to a small team (15) of highly competent multi-disciplined systems engineers and software developers charged with developing Enterprise software for business use.

Founder LeeWare Development UVM - Commodity Hosting
2003 - 2007, Registered Remote Computing Facility Operator and Telecommunications   provider.

Funded, engineered and operated QEMU/XEN based Virtual Machine Hosting service.
Provided self-managed VMs to a variety of internet users, entrepreneurs and companies. Pivot up the value chain.

Founder LeeWare Development IaaS - Commodity Hosting
2005 - 2012, Registered Remote Computing Facility Operator and Telecommunications   provider.

Funded, engineered and operated Linux Dedicated Hosting Service. Provided self-managed Linux based dedicated servers to a variety of internet users, entrepreneurs and companies. Closed business in response to the increased adoption and competitiveness of cloud computing.

MicroAge Inc.
 ~ 1995, The IT Solution Experts, Chicago Area.

Network & Systems Engineer / Chicago Project Team

- Worked with an impressive group of engineers on high-profile projects in the Chicagoland area. Corporate HQ relocation, network and systems upgrades. Chicago project team member for the relocation of True Value company HQ relocation and IT Systems overhaul. Novell 3.x to Novell 4.x, Token Ring, FDDI, Ethernet, Windows For Workgroups 3.11, IBM 3270 terminals, printers and the deployment of 500 new PCs and telecommunication services.

PROFESSIONAL CREDENTIALS

Management:

- Managing Employees Performance, MW Associates (People Management) - 1994
- Quality Work Group, Proudfoot, Crosby PLC (Management Consulting) 1993

Professional:

- Illinois Permanent Employee Registration Card # 129191364

- Passed State and Federal Background Checks
- Professional Errors & Omissions Policy Coverage
- ITIL v3 Foundation # 229637738

- CompTIA Project+ (PMBOK) # COMP001020888431

Information Technology:

- VMware Certified Associate - Data Center Virtualization # 00365956

- VMware Certified Professional 5 - Data Center Virtualization # 00365956

- VMware Certified Professional 5 - Data Center Virtualization # 00365956

- Cisco ARC, Network and Internet Engineering, GK, 1999
- Microsoft Certified Systems Engineer + Internet (MCSE+I) # 1253449, 1999

- Microsoft Azure Fundamentals # H256-9599

EDUCATION

Masters level in field competence. I started my career out of high-school and I have 28 years of practical industry experience in MIS. I have held a variety of positions in engineering and technical management and have won awards for outstanding achievement. All these accomplishments are directly attributed to my industry knowledge and professional development. In addition, I have owned and operated several technology related businesses over the course of my career. Therefore, I have proven real world experience supplemented by professional development.

● AS Computer Information Systems/Microcomputer, IU, 1991

● BS Information Systems Engineering, IU, 1993

● MS Management Information Systems, IU, 1995

● Honorary Doctorate in Philosophy, IU, 2019

PRACTICAL KNOWLEDGE

- **Networking:** LAN/WAN Design, Ethernet GigE, FE, Cisco T3/E3, T-1, Opt-E-MAN

- **Routers:** Cisco 3745, 3660, 3620, 1841, 2500

- **Network Switches:** Cisco 3750, 2980G, HP 4000M, 2708, 2610 Dell PowerConnect 5448, 6448, 8024k, Force 10, Netgear GSM, and FST Series ●
  VPN Devices: Adtran, Netvanta 2100, SonicWall TZ Series

- **Firewalls:** SonicWall E5500, 4100, 3050, 2040, Fortigate 1000D, 100D

- **Load Balancers:** Coyote Point E350GX

- **CSU/DSU:** Larscom Orion 4500, Access-T45

- **Routing Protocols:** BGP4, TCP/IP   ●   **Traffic Filtering:** ACLs

- **Implementation of:** DHCP, DNS, WINS, FTP, MRTG

- **Networking Tools:** Observer 11x, WhatsUp Gold, Wireshark, Bandwidthd, Darkstats, OpenNMS, Request Tracker, Autotask

- **FIM Tool:** Tripwire Enterprise

- **Cabling Experience:** Punch Blocks, Patch Panels, Telco, Digital & Analog, Fiber   MM/SM, Coax, Toners, Testers, and Tracers. Termination and Cross Connects. T568A/B

- **Server Hardware:** Dell M1000E, M620/520,HP DL360, DL380 Series G3-G7

- **PC Hardware:** Lenovo 8080, 8181, XW4000, 5000, Blackbox PC Assembly.

- **Network Operating Systems:** Windows 2012, 2008, 2003, 2000, and NT.

- **Client OS:** Windows 10, 8, 7, XP

- **Linux Operating Systems:** CentOS, Ubuntu, Debian, SuSe

- **Virtualization:** VMware vSphere, 6.0, 5.5, 5.1, 4.1, XenServer, Hyper-v
- **SANS:** Nimble CS 260, 460, 700 and AF 7000 + Shelves, NetApp FAS 3020, 2050, 6070 + FC shelves and SATA shelves.

- **Methodologies:** PDCA, SDLC and Waterfall, TQM, ZD.

7.0 Conclusion

1. I have done lots of great work during my career and helped many businesses reach their goals and achieve success.

2. I continue in my mission to help businesses win.

3. I am always interested in learning and working on new and interesting projects. Contact me today!

Lee Evans, MIS/SE LeeWare Development Consulting
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